

DEL is committed to supporting quality training experiences. If you have a concern about a training offered to meet STARS training requirements, or a trainer or organization approved to offer such trainings, report it by following the steps below.

- **Step 1** Notify training source about concern and try to resolve the concern. Proceed to Step 2 only if the concern cannot be resolved with the training source.
- **Step 2** If the concern relates to an area within the Standards and Responsibilities identified below, report your concern to STARS Trainer Services by using the Training Concern Form.

Standards and Responsibilities of STARS Approved Training Sources

Trainers and training organizations are required to meet all of the following Standards and Responsibilities. There are a variety of ways to meet the standards.

- 1. Develop and put into practice learning outcomes for each training. Learning outcomes are skills and knowledge participants would gain as a result of taking the training.
- 2. Use activities that assess the participants' learning.
- 3. Maintain high standards of professional conduct in their STARS role.
- 4. Use activities that honor each participant's learning style(s).
- 5. Use activities that honor the cultures of the participants and incorporate anti-bias principles.
- 6. Participate in continuing professional development opportunities.
- 7. Provide participants with a training evaluation form, certificate of completion and receipt (if payment was made for training) within one week following the training end date.
- 8. Keep attendance rosters and evaluation forms on file for one year.

Process

Within 15 business days of receiving the completed Training Concern Form, DEL will review the written concern and notify the complainant that the concern is being addressed or that the concern does not fall within the scope of the Standards and Responsibilities. If the concern relates to an area within the Standards and Responsibilities listed above, the training source will be notified and asked to respond. If the response indicates that the Standards and Responsibilities were not met but will be met in the future, the concern is considered resolved. If the response indicates that the Standards and Responsibilities were not met and will not be met in the future, the sanctions process will be implemented. DEL determines if the complainant should be notified of the outcome.

<u>Who Should Complete This Form?</u> Any individual who has a concern about a training offered to meet STARS training requirements, or a training source approved to offer such trainings.

www.del.wa.gov/stars

Mail: DEL STARS/P.O. Box 40970/Olympia, WA 98504-0970

E-mail: stars@del.wa.gov Fax: 360.413.3482

Your Information Optional – If provided, your information	n will be kept confid	ential and use	ed to follow up w	ith you and yo	ur conce	rn.
Name						_
Mailing Address						_
City	State	Z	ip Code			_
Email	_ Contact Pho	ne Numb	er			_
Have you spoken of your concern to the train	er/organization	that prov	ided the tra	ining? Y	es No)
Concern Information						
Name of STARS approved training source						_
Title of training in question						_
Training Start Date Trai	ining End Date					
relate to the Standards and Responsibilities.						
Signature			Date)		_

Fax: 360.413.3482